

Chapter-3

Compliance to Directives

1. Directive on conducting Consumers' Interaction Meetings in the O & M sub - divisions for redressal of consumer complaints:

Consumer Interaction meetings are being regularly conducted at subdivision level under the chairmanship of Superintending Engineer (Elec.) of concerned O&M Circle /Executive Engineer(Elec) of O&M Division. Wide publicity is being given in advance on conduction of consumer interaction meetings through leading newspapers and local announcements.

MESCOM is having 60 O&M subdivisions. During the year 2018-19, consumers interaction meetings have been conducted in all the subdivisions. In the meetings, about 1729 complaints were brought to the notice of MESCOM for redressal, out of which 1411 complaints were disposed. The details relating to the period 2018-19 and 2019-20 (upto Sept-2019) are as follows:

Progress in 2018-19:

| O&M Circle | No. of O&M Sub-Divisions | No. of O&M Sub-divisions in which meetings conducted | No. of Complaints received in the meeting | No. of Complaints disposed in the meeting | Cumulative No. of Complaints yet to be addressed |
|----------------|--------------------------|--|---|---|--|
| Mangalore | 20 | 53 | 783 | 512 | 512 |
| Udupi | 11 | 29 | 154 | 117 | 59 |
| Shivamogga | 17 | 216 | 657 | 657 | 0 |
| Chikkamagaluru | 12 | 25 | 135 | 125 | 33 |
| Total | 60 | 323 | 1729 | 1411 | 604 |

Progress in 2019-20: (Upto Sept-2019)

| O&M Circle | No. of O&M Sub-Divisions | No. of O&M Subdivisions in which meetings conducted | No. of Complaints received in the meeting | No. of Complaints disposed in the meeting | Cumulative No. of Complaints yet to be addressed |
|----------------|--------------------------|---|---|---|--|
| Mangalore | 20 | 25 | 562 | 336 | 738 |
| Udupi | 11 | 15 | 120 | 97 | 80 |
| Shivamogga | 17 | 82 | 329 | 329 | 0 |
| Chikkamagaluru | 12 | 17 | 172 | 141 | 61 |
| Total | 60 | 139 | 1183 | 903 | 879 |

Certain complaints of the consumers are of the nature which requires company procedures/regulations to be followed to redress them. Such, complaints are being attended subsequently. Further, details are being submitted to the Hon'ble Commission on quarterly basis for review.

In addition to this as per directive, Assistant Executive Engineer(Elec) are being conducted CIM in sub-divisional level on 3rd Saturday of every month and details are as follows:

| O&M Circle | No. of O&M Sub-Divisions | No. of O&M Subdivisions in which meetings conducted | No. of Complaints received in the meeting | No. of Complaints disposed in the meeting | Cumulative No. of Complaints yet to be addressed |
|----------------|--------------------------|---|---|---|--|
| Mangalore | 20 | 20 | 199 | 184 | 15 |
| Udupi | 11 | 11 | 47 | 44 | 3 |
| Shivamogga | 17 | 30 | 60 | 60 | 0 |
| Chikkamagaluru | 12 | 15 | 30 | 30 | 0 |
| Total | 60 | 76 | 336 | 318 | 18 |

2. Directive on preparation of energy bills on monthly basis by considering 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access.

As per the directive, MESCOM has ensuring that preparation of energy bills on monthly basis by considering the 15 minute's time block period in respect of EHT / HT consumers importing power through power exchange under Open Access.

3. Directive on Energy conservation:

MESCOM has discussed and sent a MoU to BEE, New Delhi for study and submission of a proposal of DSM project suitable for MESCOM. In reply, BEE has stated that MESCOM will be included in the new scheme in future. In the meanwhile, TERI New Delhi has come forward for System study/Load survey of 11kV feeders in MESCOM area for proposing suitable model project for MESCOM. Work of system study and load survey covering entire geographical area of MESCOM is entrusted to TERI in line with KERC, DSM regulations 2015. Data are being collected for the study. Under DELP, more than 1 Lakh LED Bulbs of 9W were distributed to consumers of MESCOM.

The distribution of 9 Watt LED bulbs, LED Tube lights and BEE 5 Star rated Ceiling Fans through M/s Energy Efficiency Services Limited (EESL) is under progress in MESCOM. The progress of distribution is as follows;

| Sl. No | Particulars | Cumulative progress as on 19-11-2019 |
|--------|-------------------------------|---|
| 1 | 9W LED bulbs | 41,47,551 |
| 2 | 20W LED tube lights | 35,278 |
| 3 | BEE 5 Star rated Ceiling Fans | 5,227 |

MESCOM has requesting to all the Municipals & other local bodies to mandatorily install LED streetlights for new installations and retrofitting of fluorescent lamps/sodium vapour lamps required in order to save the maximum quantum of energy during the night time.

For public awareness, Audio jingles are being announcing in people concentrated area like 19 KSRTC Bus stations in MESCOM jurisdiction,. Further, MESCOM has requesting prospective consumers to use/install star rated equipment's such as Air Conditioners, Fans, Refrigerators etc in order to conserve the electrical energy. Utilization of star rated equipments by the consumers are not in the hand of distribution licensee, hence, it is requested to Hon'ble KERC to drop this directive in future.

4. Directive on Implementation of Standards of Performance(SoP):

As per the directive, MESCOM has taken action to display in the prescribed format in each of the Section Office and Sub-division Office in a visible place, which can be viewed by all the visitors to the Office and also for the information of the consumers, Handbook on SoP is displayed in the official website of MESCOM.

MESCOM has educated for all the field officers and the staff upto linemen to educate them on the SoP and the consequences of non- adherence to the SoP during its regular training by HRD wing.

MESCOM has published the "HAND BOOK" (KAIPIDI) in Kannada on the SoP and distributed to all the staff and stake holders. The copy of the same is published in the MESCOM website for the consumers.

MESCOM has to adhere to the specified Standards of Performance while rendering services to ensure that consumer complaints are attended to in a time bound manner as per the KERC (Licensee's Standards of Performance) Regulations, 2004.

5. Directive on use of safety gear by linemen / Power men

MESCOM has provided safety gadgets to its all power men. MESCOM has spent Rs 3.174 Crores (FY-18, FY-19 & FY-20) towards providing safety gears to linemen/ power men. In order to avoid occurring electrical accidents in the distribution system, imparted training to all the field staffs on safety aspects periodically through HRD wing. MESCOM has taken initiative to increase the frequency of imparting training to linemen so that adherence to safety aspects becomes part of their routine.

Every Monday Safety meeting is being conducted in every section of MESCOM and taking oath for using safety gears and creation of Safety zone while working.

MESCOM has ensuring in its jurisdiction that all the linemen are provided with proper and adequate safety gear and the linemen use such safety gear provided to them while working on the distribution network.

MESCOM has taken more attention to safety aspects in order to reduce and prevent electrical accidents occurring due to negligence / non-adherence of safety procedures by the field staff while carrying out the work on the distribution network. MESCOM has appointed Chief Engineer(Elec) of the O&M, Zone as ‘Electrical Safety Officer’ and given instructions to take all the safety measures.

MESCOM has given suitable instructions to all the linemen and provided with adequate safety gear and the linemen are using the same while carrying out the work in the field.

6. Directive on providing Timer switches to streetlights by the ESCOMs.

As per the directives MESCOM has requested to Municipal/local bodies, while a new streetlight installations and any extension/modification to be carried out to the existing streetlight installations shall be serviced only with timer switches.

In response to MESCOM letter, Mangalore Municipal Authorities confirmed that, replacement work of existing public streetlight by LED works and timer switches in 60 Wards of Mangalore will be carried out through Public Private Partnership (PPP) by Mangalore Smart City Project work involves fixing Centralized Control and Monitoring System(CCMS).

Also, Shivamogga Smart City Limited Shivamogga Authorities confirmed that Shivamogga City is controlled with 1081 switching points which will be replaced with smart energy meters by the concessionaire. The static smart energy meters are specific streetlights

control points will be equipped with communicable equipments (GSM/GPRS) & their operation will be controlled at the Centralized Control and monitoring System(CCMS).

MESCOM ensuring the service of new Streetlight installation with timer switches and all local bodies are reacted positively in this regard and local bodies were informed about the rectification of hazardous streetlight installations under their control. Hence, it is requested to Hon'ble KERC to drop this directive in future.

7. Directive on load shedding:

It is to be submitted that, 3 phase & single phase power supply is being arranged in all the districts of MESCOM as per the GoK. Order. Scheduled outage for planned maintenance of distribution networks prior notification is being given in daily newspapers for the information of the consumers and also week ahead district wise planned maintenance of distribution networks planned maintenance of distribution networks is being publishing in the MESCOM website regularly. As per the directive, MESCOM has taken care to avoid frequent load shedding of 11 kV Feeders to avoid inconvenience to consumers/public.

MESCOM has taken pro-active measures to provide information to the consumers through SMS about the time and duration of interruptions in power supply due to various reasons. MESCOM is using "URJA MITRA", the mobile based and web based application, developed and deployed by the RECTPCL under the initiative of Ministry of Power and base data required by the application is updated in the database of the application, for dissemination the information of scheduled and unscheduled power outages, emergency outages, restoration time, power outage extension time, etc., due to reasons such as system constraints, breakdowns of lines / equipment, maintenance etc., to the information of the consumers through SMS it is more useful on prevent inconvenience / disruption caused to the consumers. Presently, 6.08 Lakhs consumers of MESCOM are registered and getting outage information through URJA MITRA applications.

MESCOM is striving hard to minimize power interruptions and ensure continuous power supply to its esteemed consumers. MESCOM has conducted orientation programmes to the field staff towards motivating them to attend to the minor faults in the field itself and restore the power supply at the earliest and strictly adhering to the SoP. MESCOM has taken up strict supervision over repairs to the transformers and ensure good quality repairs.

Further MESCOM has developed in-house software for Customer Care Centre and has publishing scheduled and unscheduled interruption details regularly helping consumers to know which type of interruption occurred and expected restoration time, etc.

8. Directive on establishing a 24X7 Fully equipped Centralized Consumer Service Centre for redressal of Consumer complaints:

As per the directive of Hon'ble Commission, MESCOM has established a 24X7 Centralized Consumer Service Centre at Mangaluru and the complaints are being received from all the consumers of MESCOM at this customer care center. The consumers are requested to lodge their complaints related to electricity using helpline number '1912' For better utilization of services of customer care center and resolve their complaints. The Consumer Care Centre activities overall supervision being done by the SEE, SCADA&DCC and daily activities will look after by their subordinates.

MESCOM has developed in-house software for Customer Care Centre and is maintained by MESCOM itself and also made provision for consumers to register the complaints through this web application as 'Quick complaints'.

The MESCOM has given suitable instructions to its field officers to attend the complaints efficiently in order to avoid delay.

MESCOM has provided training on 02-05-2019 to all the field staffs those who are working in the Consumer Service Centre an how to attend phone calls or complaints behave with consumer politely and also it is made tradition to give training on every month through teleconference to its field staff.

Further, MESCOM has conducted training programs to all the Powermen, Section officers and Sub divisional officers in the month of March-19 and April-19 regarding how to behave with the consumers politely and Consumer Complaint redressal mechanism through '1912' effectively.

MESCOM has already established 53 Nos of full-fledged 24 Hrs service stations and 2 Nos of 12 Hrs service stations have been established by providing men, material and vehicle to redress the consumer complaints.



Total complaints received category wise for the financial year April 2019 to September-2019 is as mentioned below:

| Nature of Complaints | No. of Complaints Received |
|---|----------------------------|
| A-Failure of Power Supply | 159435 |
| B-Voltage Complaints | 8553 |
| C- Metering Complaints | 165 |
| D-Billing Issues | 1114 |
| E-Safety Issues | 3395 |
| F- TC failure Complaints | 296 |
| G-Theft | 12 |
| H-Allegation on Staff | 15 |
| I- New Connection/Additional Load | 9 |
| J-Phase Conversion | - |
| K- Transfer of ownership and conversion | - |
| L-Refund | - |
| M-Additional TC/Enhancement | 2 |
| N- General | 377 |
| GRAND TOTAL | 173373 |

The MESCOM has taken appropriate measures to popularize the same through local newspapers and local TV channels. Additionally, MESCOM has extended the following services to its esteemed consumers.

- **WhatsApp: 9483041912**
- **Facebook: www.facebook.com/mescomkarnataka.**
- **Twitter: www.twitter.com/MESCOM_official**
- **Website: www.mesco.in**

For public awareness, wide publications are also given in daily news papers and Audio jingles are being announcing in people concentrated area like 19 KSRTC Bus stations in MESCOM jurisdiction,.

9. Directive on Energy Audit.

Division wise energy audit details for the year 2018-19 are as follows;

| Sl. No | Division | Energy at IF point | Energy sales | % Loss |
|--------------|----------------|--------------------|----------------|---------------|
| 1 | Mangaluru | 672.63 | 642.15 | 4.53% |
| 2 | Kavoor | 641.22 | 608.46 | 5.11% |
| 3 | Puttur | 321.69 | 291.49 | 9.39% |
| 4 | Bantwal | 532.49 | 455.54 | 14.45% |
| 5 | Udupi | 683.10 | 617.95 | 9.54% |
| 6 | Kundapura | 234.13 | 216.82 | 7.39% |
| 7 | Shivamogga | 574.63 | 514.04 | 10.54% |
| 8 | Bhadravathi | 276.21 | 249.86 | 9.54% |
| 9 | Sagar | 325.87 | 290.06 | 10.99% |
| 10 | Shikaripura | 451.99 | 384.64 | 14.90% |
| 11 | Chikkamagaluru | 224.77 | 187.47 | 16.59% |
| 12 | Koppa | 104.22 | 86.92 | 16.60% |
| 13 | Kadur | 496.79 | 411.48 | 17.17% |
| TOTAL | | 5539.73 | 4956.87 | 10.52% |

City/Town Audit is being carried out regularly in MESCOM and the loss levels of all city/towns except Sagar and Bantwal are below 10%. Details of city/town energy losses for FY-19 and FY-20 (upto sept-19) are as shown below.

| Sl. No | Name of the City/Town | 2018-19 | 2019-20 (Upto sept-19) |
|--------|-----------------------|---------|---------------------------|
| 1 | Mangaluru | 3.60 | 4.13 |
| 2 | Udupi | 6.55 | 5.41 |
| 3 | Shivamogga | 7.28 | 7.66 |
| 4 | Bhadravathi | 5.64 | 5.08 |
| 5 | Sagar | 6.71 | 12.91 |
| 6 | Chikamagaluru | 11.85 | 8.46 |
| 7 | Bantwala | 8.55 | 10.60 |
| 8 | Belthangady | 4.61 | 4.70 |
| 9 | Puttur | 3.48 | 8.16 |
| 10 | Sullya | 4.89 | 3.64 |
| 11 | Karkala | 7.67 | 6.16 |
| 12 | Kundapura | 5.57 | 5.07 |
| 13 | Thirthahalli | 6.36 | 6.34 |
| 14 | Shikaripura | 3.65 | 4.65 |
| 15 | Soraba | 8.77 | 9.03 |
| 16 | Hosanagar | 5.34 | 5.68 |
| 17 | Kadur | 9.35 | 8.14 |
| 18 | Tarikere | 4.87 | 8.75 |
| 19 | Koppa | 5.60 | 3.38 |
| 20 | Mudigere | 4.56 | 4.22 |
| 21 | Sringeri | 4.35 | 3.84 |
| 22 | N.R.Pura | 4.57 | 4.35 |

MESCOM feeder level energy audit as at the end of Mar-19 and Aug-19 are indicating the following position.

| Sl No | Period | As at the end of Mar-19 | | As at the end of Aug-19 | |
|--------------|--|-------------------------|--------------------------|-------------------------|--------------------------|
| | | Total No. of feeders | No. of feeders monitored | Total No. of feeders | No. of feeders monitored |
| 1. | Feeders having less than 15% losses | 958 | 614 | 1003 | 621 |
| 2. | Feeders having losses between 15% to 20% | | 120 | | 151 |
| 3. | Feeders having losses between 20% to 30% | | 25 | | 30 |
| 4. | Feeders having more than 30% losses | | - | | - |
| Total | | 958 | 759 | 1003 | 802 |

Position of DTC level energy audit as at the end of Mar-2019 and Aug-2019 are indicating the following position.

| Sl No | Period | As at the end of Mar-19 | As at the end of Aug-19 |
|--------------|---------------------------------------|-------------------------|-------------------------|
| 1. | DTCs having less than 5% losses | 5835 | 6638 |
| 2. | DTCs having losses between 5% to 10% | 3084 | 4047 |
| 3. | DTCs having losses between 10% to 15% | 2344 | 2896 |
| 4. | DTCs having losses between 15% to 20% | 316 | 559 |
| 5. | DTCs having more than 20% losses | 137 | 268 |
| Total | | 11,716 | 14408 |

Further, position of DTC metering in MESCOM is as follows;

| No of DTCs existing in MESCOM (as at Sept-19) | No of DTCs metered | No of DTCs yet to be metered |
|---|--------------------|------------------------------|
| 79,084 | 44,914 | 34,170 |

10. Directive on Nirantara Jyothi feeder Separation:

It is to bring to the kind notice that in the Tariff Order-2019, while reviewing the compliance of the directive on '*Nirantara Jyothi – Feeder Separation*', Hon'ble Commission has observed that MESCOM has taken up feeder segregation works under DDUGJY and the work needs to be expedited for early completion in order to achieve the benefits envisaged in the DPR. Further, it has also been directed to submit the 'action plan for segregation of IP feeders in remaining Circles of its jurisdiction'.

In this regard, MESCOM submitted the following details before the Hon'ble Commission on 13-08-2019.

- MESCOM has taken up feeder segregation works in 124 rural feeders in six taluks of Shivamogga and Chikkamgaluru Districts under DDUGJY scheme. The target date set by REC for completion of the works was March-2019. Later, REC has revised the target date as September-2019. MESCOM has taken up all the measures and pursuing the agencies to complete the said work within targeted time. However, considering the practicalities being encountered while carrying out the works, REC has been requested to extend the target date for completion upto March-2020.
- Further, in order to implement the same in balance taluks of Shivamogga (Sagar, Hosnagara & Thirthahalli) and Chikkamgaluru (Chikkamgaluru, Sringeri, Koppa, Mudigere & N.R. Pura) districts it is found that about 105 new feeders are to be proposed at a capital cost of about Rs. 985 Crores. Further, these taluks being the Malanad areas, due to corridor constraints new HT & LT lines have to be drawn parallel to the existing lines as both IP and Non-IP loads are found together. As such, it is felt necessary to explore whether the consumers in these areas can be provided with 24x7 power supply without segregation of feeders.

- In this regard, a field report has been obtained. As per the report, 15 new sub stations and augmentation of 20 existing substations with appropriate re-conductoring along the corridors will possibly render MESCOM to provide 24x7 power supply with an approximate capital cost of Rs.226 Cr.
- The Energy Department, GOK, has also been communicated about these facts and sought directions of the Government in this regard vide letter No.ಮೆಸ್ಕಾಂ/ವ್ಯನಿ/ಆಕಾ/ಅಇಂ(ಯೋ)/2018-19/816-823/ದಿ.29-03-2019.
- Further, in respect of Mangaluru and Udupi districts, the households are scattered and also exist in agriculture lands / farms. Moreover, these districts are already being provided with 24x7 power supply. Hence, segregation of IP and Non-IP feeders in these districts appears to be not feasible and not required.

Out of 679 Nos of Rural feeders existing in the MESCOM, 124 Nos are proposed under Nirantara Jyothi feeder segregation which is included under DDUGJY project. Presently, 29 feeders are already commissioned, 37 Nos of feeders work completed, but yet to be commissioned. 52 Nos of feeders work under progress. Reasons for delay of project is due to RoW issues for drawing HT/LT line, heavy rainfall, forest/railway approvals, constraints on issuing continuous line clear etc.

11. Directive on Demand Side Management in Agriculture.

In order to implement the agricultural DSM in MESCOM, dedicated agricultural feeders were not available. Further, under DDUGJY the feeder segregation activities have been taken up in Shivamogga and Chikkamagaluru Districts for separation of agricultural and non-agricultural loads. At present, the works are under progress.

Further, in order to replace existing inefficient irrigation pumps with energy efficient pumps, huge cost has to be invested for energy efficient pumps. Since, the farmer is the beneficiary, they may not willing to share/borne the cost of energy efficient irrigation pump set, have entire cost of energy efficient pumps has to be borne by MESCOM which may inturn burden the other category of consumers.

Further, for taking up the DSM activities, MoU has been signed between BEE, KREDL and MESCOM for implementation of various activities under “Capacity Building of DISCOMs” programme of BEE which includes carrying out load research activity i.e load survey, load research, load strategies by taking field survey etc. and to develop DSM action plan. As a part of DSM activity, conducting capacity building workshops and training to MESCOM officials on DSM activities are in progress.

Further, the load research activity has been initiated in MESCOM. With the study of load survey data, MESCOM will consider best suitable model for implementation which will be beneficial to both MESCOM and farmers.

As per Govt. Order No. EN 17 VSC 2017 Bengaluru dated 23.11.2017, scheme of ‘Off-Grid Solar Water Pumpset’ is being undertaken by Karnataka Renewable Energy Development Limited, the responsibility of identification of beneficiaries, Supervision of the work, evaluation and inspection processes are vested with Distribution Companies initially, 25 Nos of each allocation of beneficiaries for taluk of Kadur and Tarikere were allocated.

Further, Karnataka Renewable Energy Development Limited had intimated vide letter No. KREDL/07/Solar-51/SWP/SOG-02/2018/ 4232 dtd. 14.06.2018 that, the allotment made was extended throughout State and applications registered online on Karnataka Renewable Energy Development Limited website. As on 30-10-2019, 332 Nos of Solar Water Pumps were commissioned in MESCOM jurisdiction. Behalf of all ESCOMs, the Energy Department has taken initiative on DSM in agriculture through KREDL by providing Solar Water Pump.

12. Directive on Lifeline supply to un- electrified Households.

MESCOM has identified 38,639 numbers of households to be electrified. Out of this total, it is contemplated to cover 32,971 numbers under DDUGJY scheme and remaining 5668 numbers under Saubhagya scheme.

Number of Households electrified as at the end of the Oct-2019 is 32,300 under DDUGJY & 5,668 under Saubhagya (including 207 households are electrified through Solar Standalone system) respectively. Balance 671 Nos of households to be electrified under DDUGJY is pending due to Corridor problem (objection by the Forest Authorities). MESCOM striving hard to resolve the corridor issue and will be completed during Dec-2019. Progress will be submitted to Hon'ble commission later.

13. Directive on Financial Framework of Division

As per the directions of the Hon'ble Commission, stringent actions have been initiated by the Company with respect to Fixing of Targets, Recovery of Revenue Arrears, reduction of distribution losses, energy audit etc. The progress achieved by the divisions are being reviewed by the higher authorities on monthly basis.

Revenue demand:

The Hon'ble Commission has approved the ARR of Rs. 7.13 per unit for FY 2018-19. Instructions have been issued to the divisions to achieve the targeted ARR by 100 percent metering and billing. The achievement against the targets upto 2nd quarter of FY 2019-20 are submitted as below:

| Sl. No | Name of the Division | Target (in Rs) | Achievement (in Rs) |
|--------|----------------------|----------------|---------------------|
| 1 | Mangalore | 7.13 | 8.78 |
| 2 | Kavoor | 7.13 | 8.56 |
| 3 | Puttur | 7.13 | 6.65 |
| 4 | Bantwal | 7.13 | 6.79 |
| 5 | Udupi | 7.13 | 8.35 |
| 6 | Kundapur | 7.13 | 7.45 |
| 7 | Shimoga | 7.13 | 7.58 |
| 8 | Bhadravati | 7.13 | 8.09 |
| 9 | Sagar | 7.13 | 6.26 |
| 10 | Shikaripura | 7.13 | 5.86 |
| 11 | Chikmagalur | 7.13 | 7.57 |
| 12 | Koppa | 7.13 | 6.70 |
| 13 | Kadur | 7.13 | 6.46 |
| | Total | 7.13 | 7.52 |

On evaluation, it is observed that, in some of the divisions where the percentage of IP set Consumers is more, the targeted ARR could not be achieved.

Revenue Collections:

Company has given the target to ensure 100 percent meter reading, billing and collection of the revenue demanded in each month and achieved the collection efficiency of 99.81% during FY 2018-19. The Closing Balance Ratio of the Company is 0.99 as on 31.03.2019. Division wise Collection efficiency and C.B ratio for FY 2018-19 and 2019-20 (upto October 2019) are submitted in the table below.

| Sl. No | Name of the Division | 2018-19 | | | 2019-20 (Upto Oct-2019) | | |
|--------|----------------------|-------------------|--------------------------------|-------------|-------------------------|--------------------------------|-------------|
| | | Collection Target | Collection efficiency achieved | C.B. Ratio | Collection Target | Collection efficiency achieved | C.B. Ratio |
| 1 | Mangalore | 100% | 100.16% | 0.15 | 100% | 97.37% | 0.27 |
| 2 | Kavoor | 100% | 100.80% | 0.39 | 100% | 98.42% | 0.39 |
| 3 | Puttur | 100% | 99.98% | 0.68 | 100% | 98.20% | 0.63 |
| 4 | Bantwala | 100% | 100.04% | 0.53 | 100% | 93.19% | 0.86 |
| 5 | Udupi | 100% | 99.71% | 0.08 | 100% | 98.26% | 0.16 |
| 6 | Kundapura | 100% | 100.32% | -0.06 | 100% | 97.81% | 0.11 |
| 7 | Shimoga | 100% | 99.55% | 0.95 | 100% | 93.46% | 1.15 |
| 8 | Bhadravati | 100% | 89.12% | 10.73 | 100% | 87.90% | 9.02 |
| 9 | Sagara | 100% | 101.11% | 0.49 | 100% | 95.47% | 0.65 |
| 10 | Shikaripura | 100% | 102.86% | 2.03 | 100% | 96.50% | 1.86 |
| 11 | Chikmagaluru | 100% | 99.79% | 2.49 | 100% | 94.51% | 1.94 |
| 12 | Koppa | 100% | 96.94% | 2.72 | 100% | 95.32% | 2.19 |
| 13 | Kaduru | 100% | 102.13% | 3.78 | 100% | 96.32% | 2.82 |
| | Total | 100% | 99.81% | 1.38 | 100% | 96.10% | 1.29 |

It is evident from the above table that, Company is very much nearer in achieving the target fixed for the revenue collection. The least collection is recorded in Bhadravati division with highest CB ratio because of non-collection of demand from the Mysore Paper Mill which is a Govt. installation.

However, Company will put more efforts with all available resources for further reduction in Closing Balance by increasing collection efficiency.

Reduction in Distribution Losses:

The Hon'ble Commission has approved a distribution loss of 10.95% for FY 2018-19 against which Company has achieved 10.52% which is well within the approved limit. The distribution loss levels of the divisions for last 5 years is given below:

| Sl. No | Name of the Division | 14-15 | 15-16 | 16-17 | 17-18 | 18-19 |
|--------|----------------------|--------------|--------------|--------------|--------------|--------------|
| 1 | Mangalore | 5.11 | 4.94 | 5.74 | 5.67 | 4.53 |
| 2 | Kavoor | 9.28 | 8.45 | 6.49 | 5.92 | 5.11 |
| 3 | Puttur | 13.48 | 13.00 | 10.77 | 14.16 | 9.39 |
| 4 | Bantwal | 11.64 | 10.61 | 10.39 | 12.18 | 14.45 |
| 5 | Udupi | 8.65 | 7.91 | 7.69 | 10.08 | 9.54 |
| 6 | Kundapur | 9.21 | 10.00 | 10.2 | 9.73 | 7.36 |
| 7 | Shimoga | 10.21 | 11.86 | 12.48 | 10.71 | 10.54 |
| 8 | Bhadravati | 5.62 | 7.87 | 9.63 | 12 | 9.54 |
| 9 | Sagar | 15.47 | 14.54 | 12.75 | 12.65 | 10.99 |
| 10 | Shikaripura | 15.52 | 18.21 | 15.68 | 12.21 | 14.9 |
| 11 | Chikmagalur | 20.35 | 18.65 | 18.28 | 18.00 | 16.59 |
| 12 | Koppa | 24.05 | - | - | 18.85 | 16.6 |
| 13 | Kadur | 22.55 | 21.01 | 20.58 | 18.64 | 17.17 |
| | Total | 11.57 | 11.50 | 11.40 | 11.32 | 10.52 |

It can be seen from the above table that, the distribution loss levels are in decreasing trend. However, the divisions in which recorded loss is much higher than the approved limit, instructions have been issued for further reduction of loss by replacing MNR meters, detecting theft, take up the improvement works in this regard etc.

Further, Hon'ble Commission has approved the distribution loss of 11.00% for FY 2019-20 and accordingly targets were given to the divisions. The achievements against the target upto 2nd quarter of the year 2019-20 are submitted as below:

| Sl. No | Name of the Division | Target | Achievement |
|--------|----------------------|---------------|-------------|
| 1 | Mangalore | 11.00% | 5.20 |
| 2 | Kavoor | 11.00% | 5.88 |
| 3 | Puttur | 11.00% | 9.78 |
| 4 | Bantwal | 11.00% | 12.11 |
| 5 | Udupi | 11.00% | 6.75 |
| 6 | Kundapur | 11.00% | 7.43 |
| 7 | Shimoga | 11.00% | 9.84 |
| 8 | Bhadravati | 11.00% | 8.09 |
| 9 | Sagar | 11.00% | 11.31 |
| 10 | Shikaripura | 11.00% | 17.61 |
| 11 | Chikmagalur | 11.00% | 11.97 |
| 12 | Koppa | 11.00% | 10.37 |
| 13 | Kadur | 11.00% | 18.39 |
| | Total | 11.00% | 9.61 |

14. Directives on Prevention of Electrical Accidents:

With the aim of prevention of electrical accidents, MESCOM has already taken action for distribution of manual for "Safety/Technical Audit for Power Distribution System" prepared by Hon'ble commission to all the field officers of MESCOM those who are maintaining the distribution network and instructions were issued to follow the guidelines issued in the said manual. The Chief Engineer (Electy) of each O&M Zone of MESCOM is designated as "Electrical Safety Officer" and given instruction to the Electrical Safety officer to take action to prepare the action plan on prevention of electrical accidents.

Safety gears such as earthing rods, Helmets, High voltage Detectors, Safety kits, etc are provided to all the linemen of MESCOM and periodical training is imparted to them to use of safety gears while working in the Distribution Network by providing safety instruction manual and various field demonstrations through trained professionals through HRD Training Centre of MESCOM.



Safety awareness created amongst all HT consumers of MESCOM during HT/EHT Consumer interaction meeting conducted in Dakshina Kannada (14-10-2019), Udupi (15-10-2019), Shivamogga (17-10-2019) and Chikkamagaluru District (18-10-2019).

For public awareness, 'Do's & Don'ts' wide publications are also given in daily news papers and Audio jingles are being announcing in people concentrated area like 19 KSRTC Bus stations in MESCOM jurisdiction.

In order to prevent and reduce the number of fatal electrical accidents, MESCOM has taken measures to rectify the hazardous locations/installations and providing HT/LT protections to Distribution transformer Centre where such protections are not satisfactory.

As per the directive, MESCOM has made sincere efforts for identification of all the hazardous installations in the distribution system which is a continual process. However, MESCOM has given higher priority for rectification of hazardous installations in densely populated areas/ public areas.

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